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D01-17.12

Foxwood, 05 January 2012

Ms Lisa Sparrow  
Utilities, Inc  
2335 Sanders Road  
Northbrook, IL 60062-6196

Docket #2007-286-WS  
Docket #2011-515-W

I am writing to respond to your letter of 07 December 2011 announcing an accelerated schedule for connection of Foxwood to York County water, as well as to many of your previous letters concerning the problems that Foxwood residents have experienced through the services of Utilities Inc.

It is a disservice to those you serve to attempt to push through this hookup (and exaggerated rate increase) during the very busy holiday season, especially given the years of poor service. Utilities Inc is not doing Foxwood residents a favor by suddenly working especially hard during the holidays to circumvent the normal series of Public Service Commission hearings. The residents need time to put forth difficulties that your company may encounter and for the residents to prepare for the change.

The time is now for the Public Service Commission to take a very careful look at the recent history of Utilities Inc's service to Foxwood residents, and to chart a careful, well-supervised transition that will provide substantial and well-documented justifications of rate increases. There is no emergency due to the holiday season, the water and sewer system is working fine.

The hookup to York County water should follow a normal rather than accelerated schedule in order to allow residents to plan for and budget the installation of costly pressure regulators where desired. Foxwood residents have already paid a significant hidden price for water that ruined appliances and plumbing. An accelerated hookup to already-weakened plumbing could be catastrophic for many.

It is disconcerting that Utilities Inc charges what it does for sewer with absolutely no maintenance or even surveillance of the catchment pond. Only once, last year, after five years in residence that the pond has been drained. In my second year in residence, Utilities did respond promptly to a service call due to a leak in the sewer line behind my house. The broken line was replaced, but the old line was left on my property. Foxwood residents have seen no significant change in service other than a lot of letters explaining why yet more rate increases were necessary. Good service deserves to be reimbursed, but Foxwood residents have not that experience from Utilities Inc.

Foxwood Residents are generally in favor of hookup to York County water supply, but in an orderly manner with much preparation and oversight.

Sincerely,



102 Brookside Drive, Fort Mill SC 29715

Calvin K. Ma

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Cc: SC Office of Regulatory Services  
1401 Main Street, Suite 900  
Columbia, SC 29201

Cc: DHEC, 2600 Bull Street. Columbia, S.C. 29201

Cc: Congressman Mick Mulvaney, 1456 Ebenezer Rd. Rock Hill, SC 29732

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